

PROUDLY WORKING WITH PUBLIC SAFETY SINCE 1996



WORKING TOGETHER TO HELP YOU SAVE LIVES

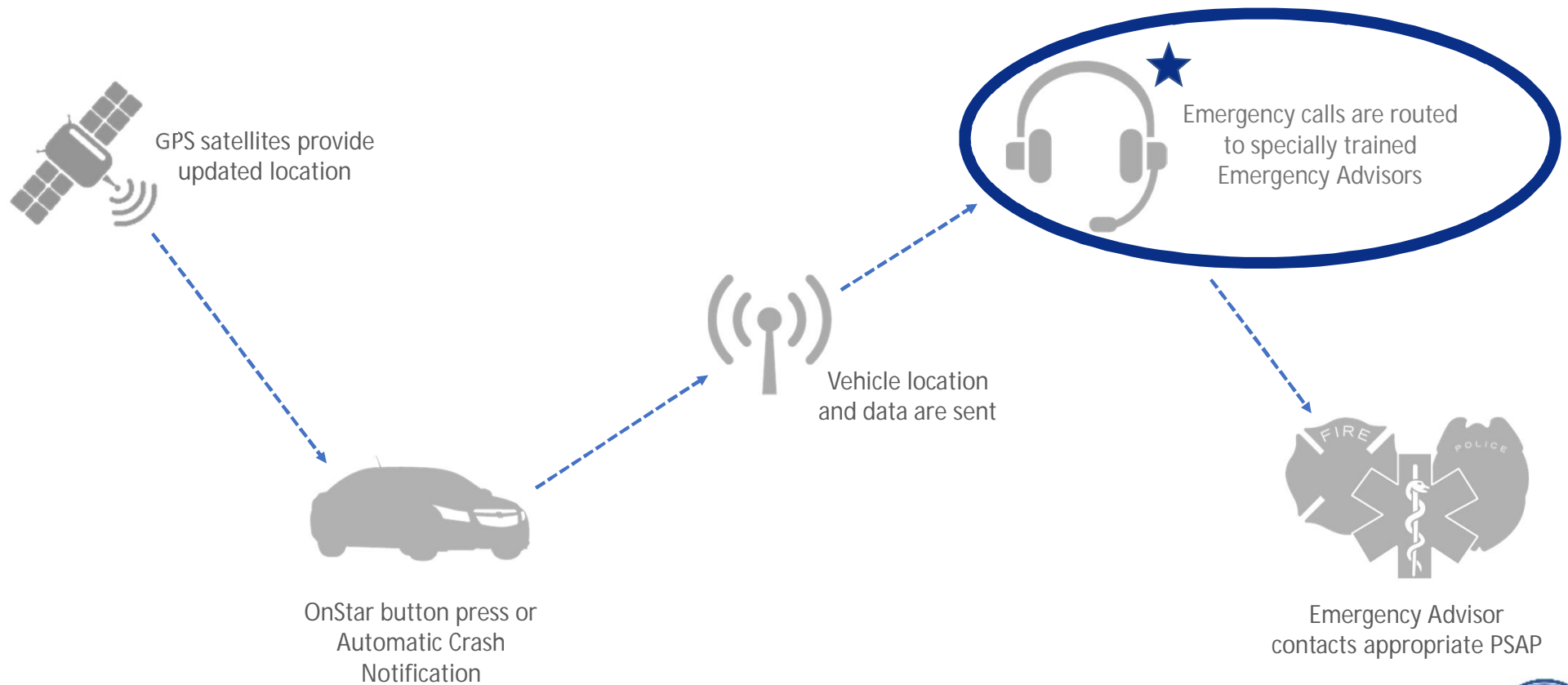
866.866.5006 | emergencyservices@onstar.com | www.public-safety.onstar.com

AGENDA

- How OnStar Works
- Emergency Services
- Stolen Vehicle Assistance Services
- What Lies Ahead
- Stay Connected
- Questions



HOW IT WORKS



In order to operate, OnStar needs an active service plan, cellular connectivity and battery power.



SERVICE REQUIREMENTS



TO ASSIST, ONSTAR REQUIRES:

- An active service plan
- Cellular connectivity and battery power
- Legal authorization, if the vehicle is not being treated as stolen or emergency



BY THE NUMBERS (MONTHLY*) ...

- NEARLY 4,000 AUTOMATIC CRASH INCIDENTS
- NEARLY 5,500 IN-VEHICLE EMERGENCIES
- NEARLY 4,000 GOOD SAMARITAN CALLS
- OVER 3,400 EMD CALLS
- OVER 500 CRISIS INCIDENTS MANAGED
- OVER 700 STOLEN VEHICLE ASSISTANCE REQUESTS

**Averages calculated from 2018, Jan-Dec*



AT THE PUSH OF A BUTTON



LIVE ADVISORS

- Able to assess and triage the situation
- Specifically trained for emergency calls including Emergency Medical Dispatch
- Prepared for wide range of circumstances

PERSONAL IN-VEHICLE EMERGENCIES

- Medical/Trauma Situations
- Can route to hospitals & services

GOOD SAMARITAN CALLS

- Vehicle Crashes
- Road Hazards
- Criminal Activity
- Amber Alert Information



TECHNOLOGY, TOOLS AND SUPPORT

- GPS Location/Aerial Imagery
- Priority Access to Public Safety
- Real-Time Information
(Weather, Amber Alerts)
- Bilingual Advisors/ Language Line
Support
- Command Center
- Suicide/Crisis Prevention Hotline
- Poison Control Hotline



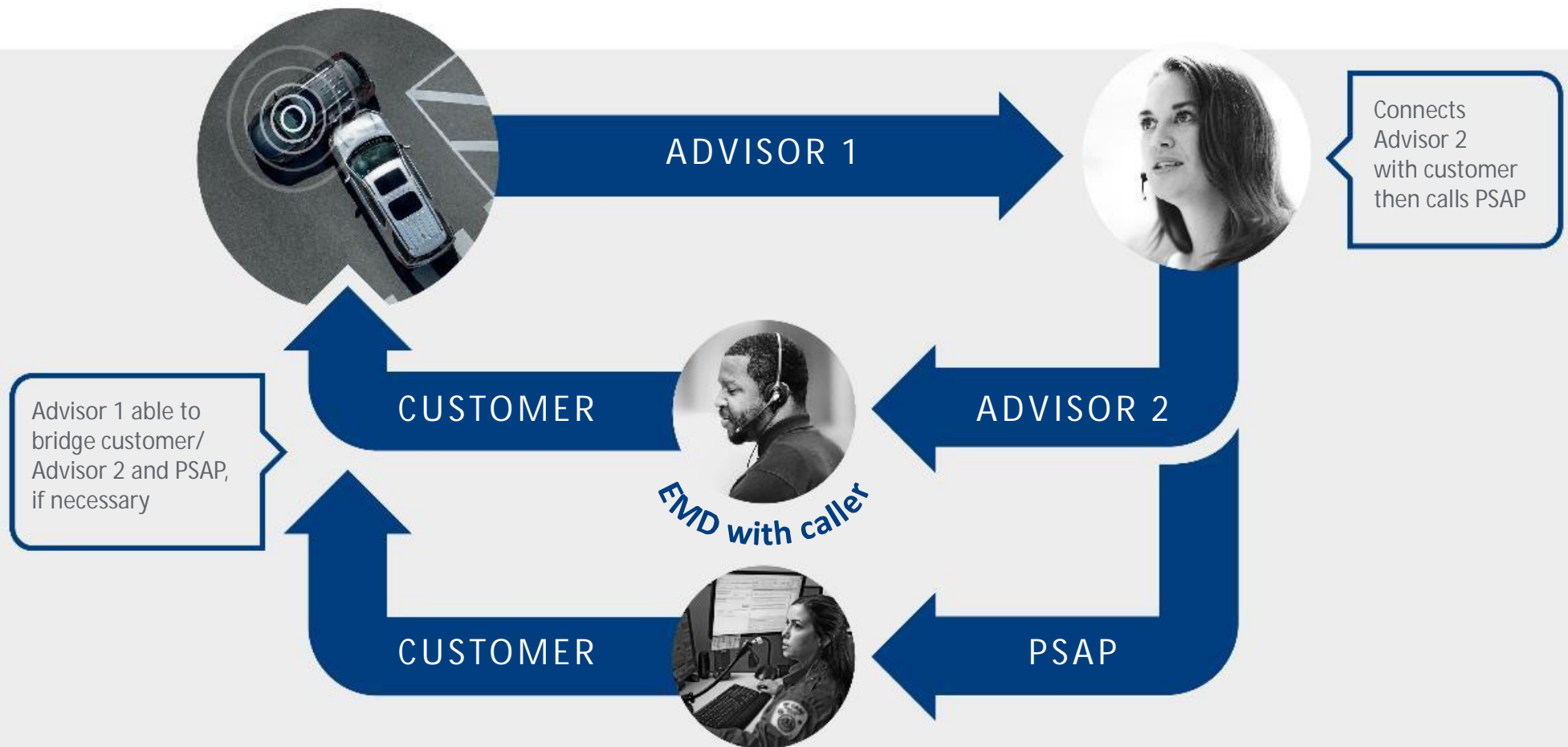
EXTENSIVE ADVISOR TRAINING



- General OnStar Training (4 weeks)
- Non-emergency assignment (3 months)
- Emergency training, including APCO (6 weeks)
- ALL Emergency Advisors are EMD certified
- Stolen Vehicle Assistance Training (3 weeks)
- Critical Incident Stress Management Training
- Ongoing continuing education/recertification



ONSTAR EMD PROCESS



Using the Medical Priority Dispatch System™ (MPDS®) protocol from the



AUTOMATIC CRASH RESPONSE



AUTOMATIC CRASH RESPONSE



PSAP LOCATION

Name	Type	
District of Columbia	Primary Emergency No.	CONNECT
Comments		
Secondary emergency no. is (202)555-5556. This is a plotted from the latitude 28.2172 and the longitude -81.6883.		

INJURY SEVERITY PREDICTION

HIGH

	Advisor Crash Input
Female	YES
Over 55 Year Old	YES
UPDATE PREDICTION	UPDATE

LOCATION

Washington, D.C.

Georgetown Pike

Ridge Dr

Latitude
30° 53' 9" N

Longitude
77° 02' 51" W



VEHICLE INFORMATION

Owner's Name	Patty Smith
Make	Chevrolet
Make Model	Volt
Model Year	2017
Color	Silver
Fuel Type	Electric
Emergency Contact	Jim Smith
Emergency Contact Phone Number	313-555-0001

AUTOMATIC CRASH RESPONSE DATA

Air Bag Status	Airbag Deployed
Maximum Reported Delta V	26 Mph/45 kph from the left
Direction of Impact	Right Side
Multiple Impacts	No
Rollover	No
Front Passenger Occupancy	Occupied
Pedestrian Protection	
Pretensioners	Activated

TIME OF ALERT: 20:04:39



WAS THIS DRIVER SEVERELY INJURED?



EMERGENCY PERSONNEL CAN RELY ON ONSTAR'S CRASH DATA TO ASSIST
WITH DISPATCH AND PATIENT CARE DECISIONS.



CONDON, OR - ACR

<https://youtu.be/lbQCtBIGud4>

CRISIS ASSISTANCE



HOW WE HELP

PREVENT



- Real time weather information
- Evacuation routes

PROTECT



- Hospital directions
- Help finding fuel
- Chaperoned routing
- Hotel/Shelter location

RESPOND



- Emergency services
- Food, water and medical supply sites
- Roadside assistance
- Connection to loved ones
- Special Needs Assistance
- Routing in difficult conditions
- HFC minutes/Data



SMOKEY MOUNTAINS, TN

<http://youtu.be/ARCCntsd9AQ>

STOLEN VEHICLE ASSISTANCE



STOLEN VEHICLE ASSISTANCE

REQUIRES LEGAL AUTHORITY
AND CONFIRMATION

SERVICES INCLUDE:

- VEHICLE LOCATION
- REMOTE IGNITION BLOCK
- STOLEN VEHICLE SLOWDOWN



STOLEN VEHICLE ASSISTANCE

TWO TYPICAL SCENARIOS

1

CUSTOMER
CONTACTS
ONSTAR



ONSTAR
CONTACTS
POLICE



ONSTAR
LOCATES
VEHICLE
USING GPS



ADVISOR CAN SEND
REMOTE IGNITION
BLOCK



ADVISOR
CAN ACTIVATE STOLEN
VEHICLE SLOWDOWN



RESTORE
SERVICES

2

POLICE
CONTACT
ONSTAR



ONSTAR
VERIFIES
REPORT



BELOIT, WI - SVS

<https://www.youtube.com/watch?v=Xe4hqpPAJhg&feature=youtu.be>

OTHER CIRCUMSTANCES

MISSING PERSON CASES REQUIRE:

- Confirmation Law Enforcement is treating person as missing
- Certification: Sole purpose of request is to find missing person
- Involves imminent threat to life or limb

CRIMINAL MATTERS REQUIRE:

- Court order with probably cause
- Court order promissory in certain urgent circumstances
- Subpoena for historical records

WHAT LIES AHEAD



ONSTAR EMERGENCY SERVICES AUTONOMOUS IS COMING SOON



AUTONOMOUS VEHICLES



CADILLAC SUPER CRUISE™



SELF-DRIVING CHEVROLET BOLT EV

- Potential Advisor access to live video during emergencies
- Emergency services and no vehicle occupant
- Additional advisor interaction with vehicle/on-scene public safety



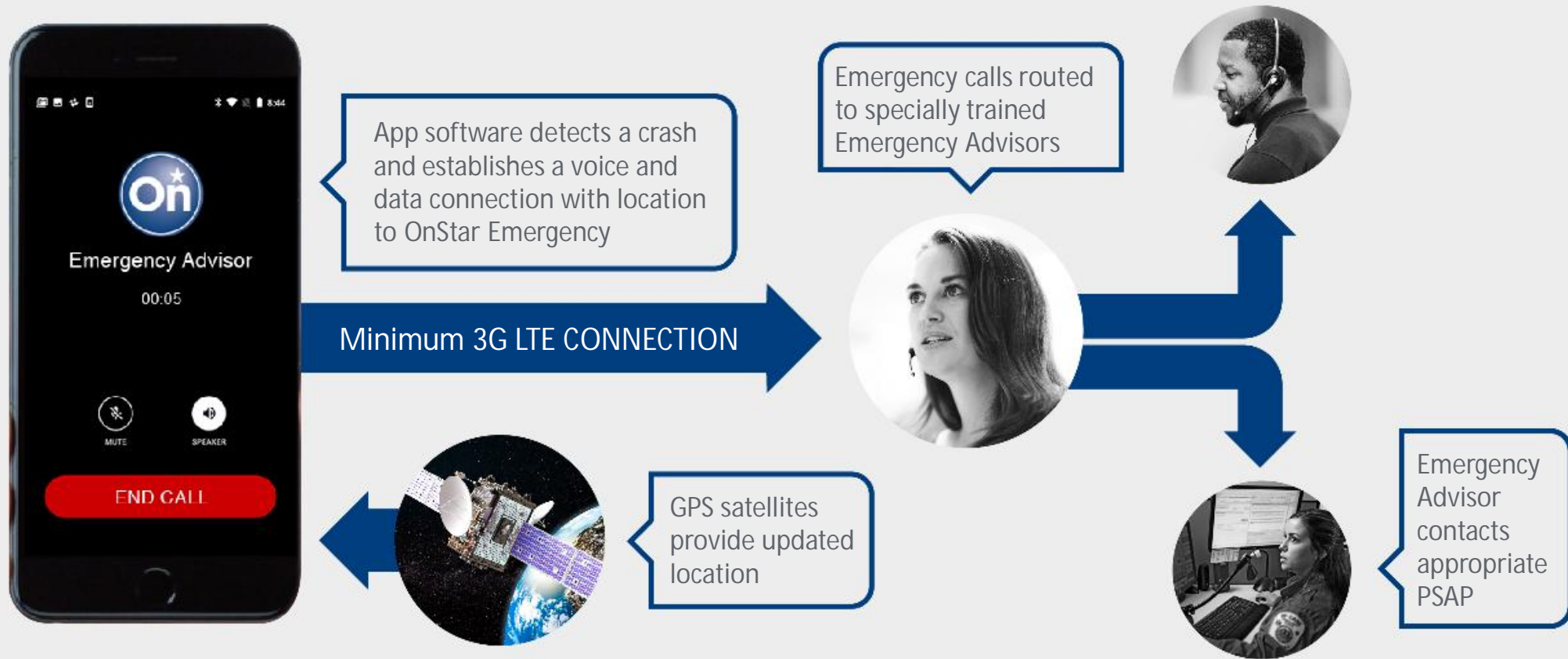
NEW ONSTAR EMERGENCY APP



ONSTAR PUBLIC SAFETY OUTREACH TRAINING



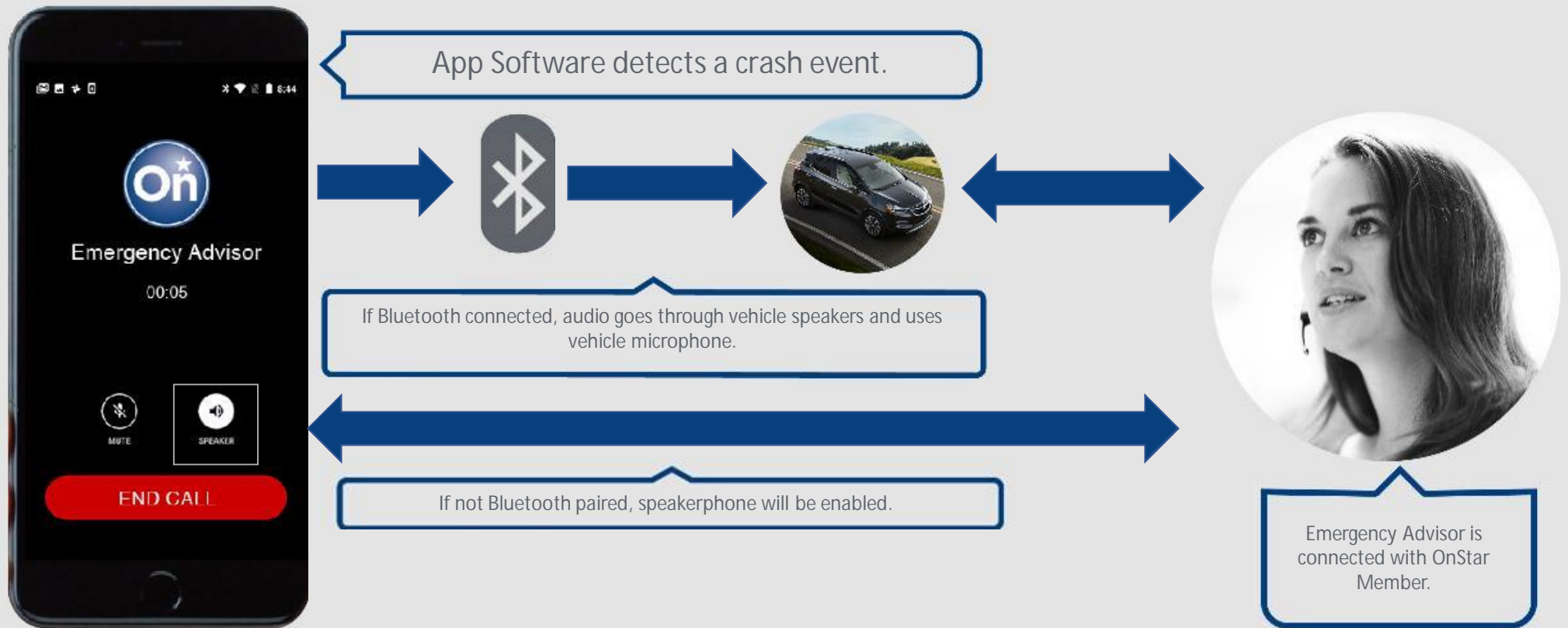
MOBILE – HOW IT WORKS



OnStar Safety App requires active service plan, 3G cellular connectivity and battery power. In order for OnStar to provide critical assistance the app requires permission to access Location, Motion & Fitness and Microphone on your phone. Notifications must also be allowed. In a connection failure situation users directed to dial 911.

VOICE CONNECTION

TWO WAYS TO CONNECT



ONSTAR PERSONAL SAFETY PROMISE

ANYONE, ANYTIME, ANYWHERE



BUILT-IN GM VEHICLES

GM VEHICLES

VEHICLE LOCATION AND STATUS

PROVIDE SERVICE IN EMERGENCY



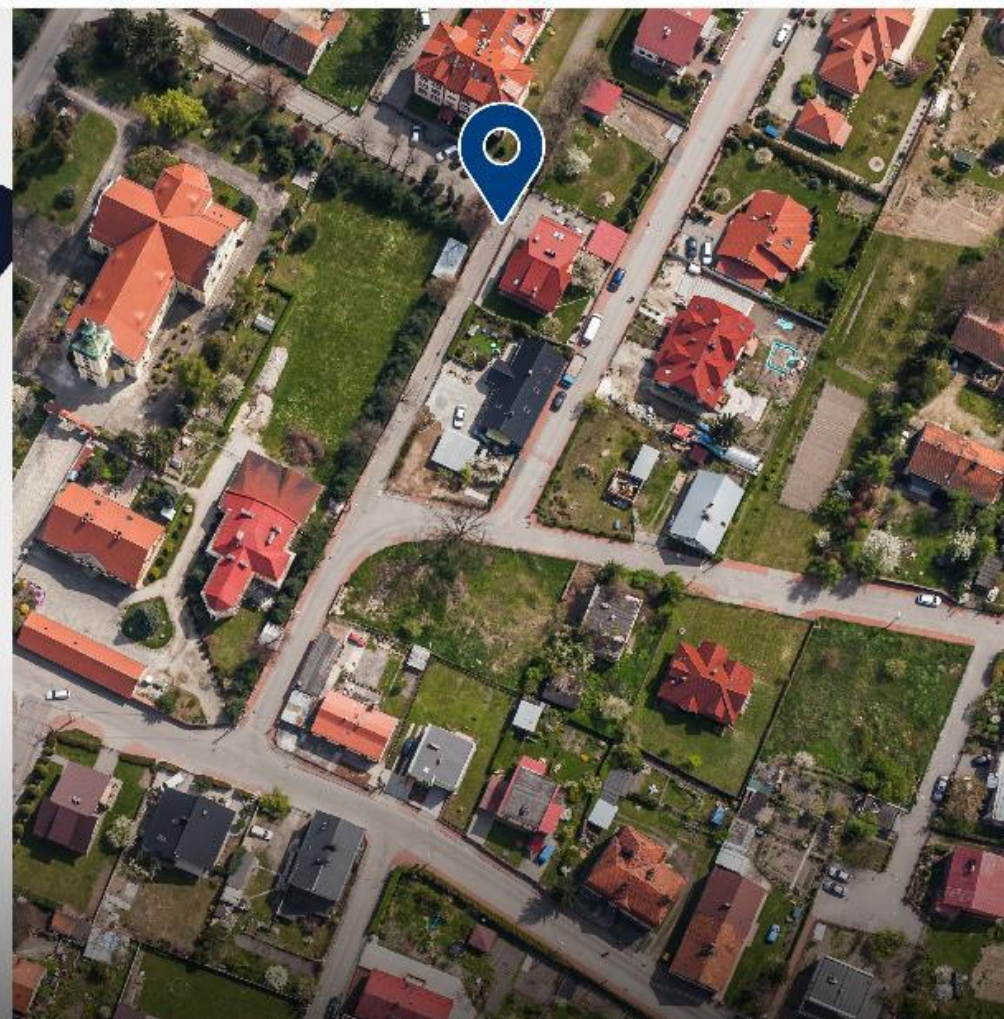
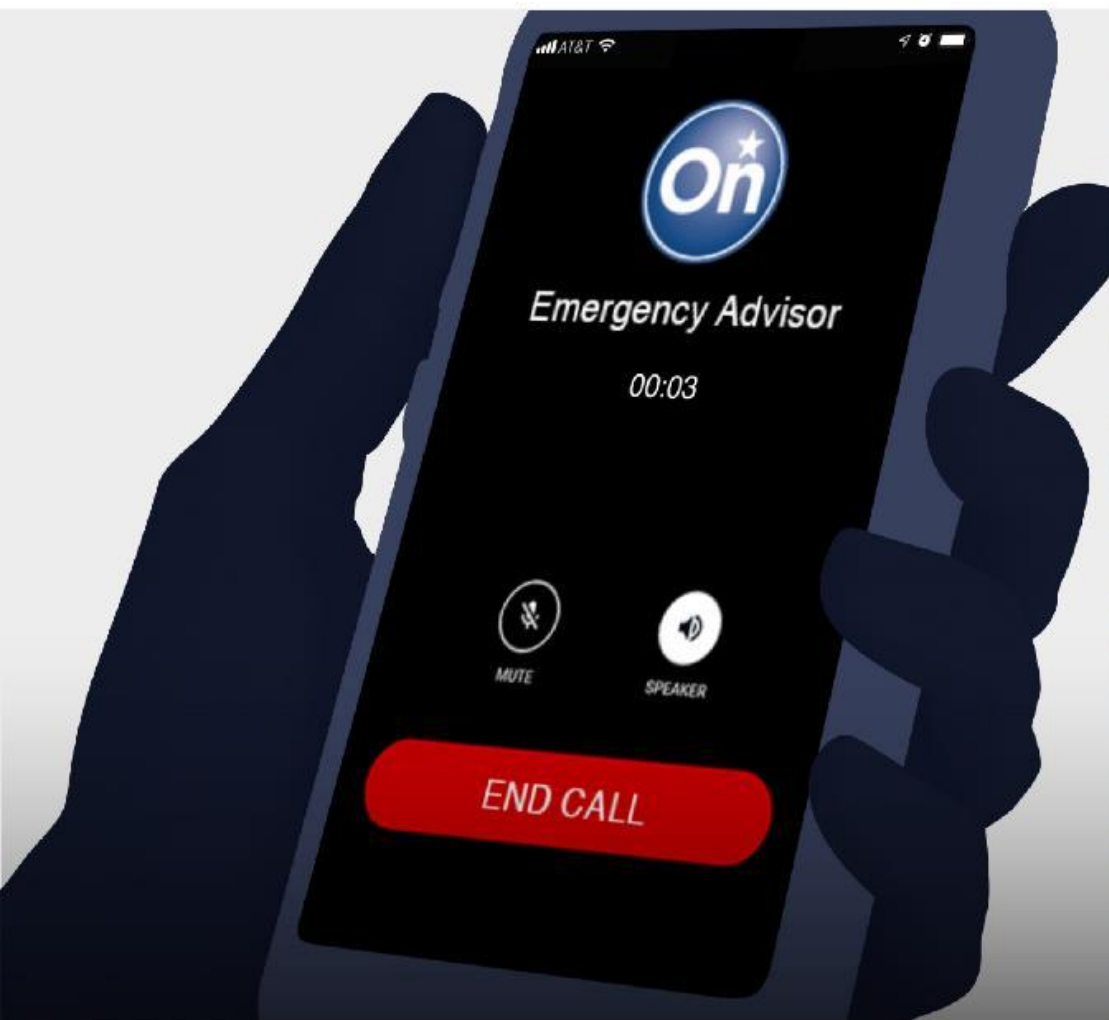
NEW MOBILE SERVICE

ONSTAR SERVICES DELIVERED VIA PHONE

HELPS PROTECT YOU IN ANY VEHICLE

CRASH DETECTION AND RESPONSE

GPS LOCATION SHARED



INITIAL RELEASE

MICHIGAN
ILLINOIS
TEXAS



WIDE RELEASE

UNITED STATES
AND CANADA



CRASH ALGORITHM VALIDATION



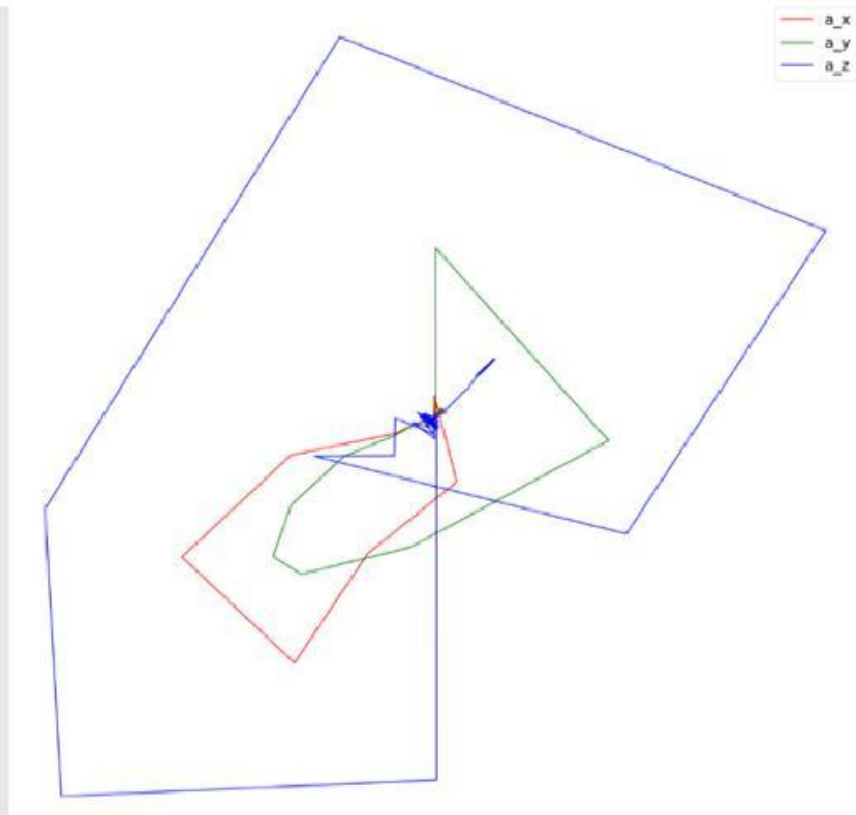
CRASH ALGORITHM

PARTNERING WITH GM VEHICLE GLOBAL SAFETY TEAM TO:

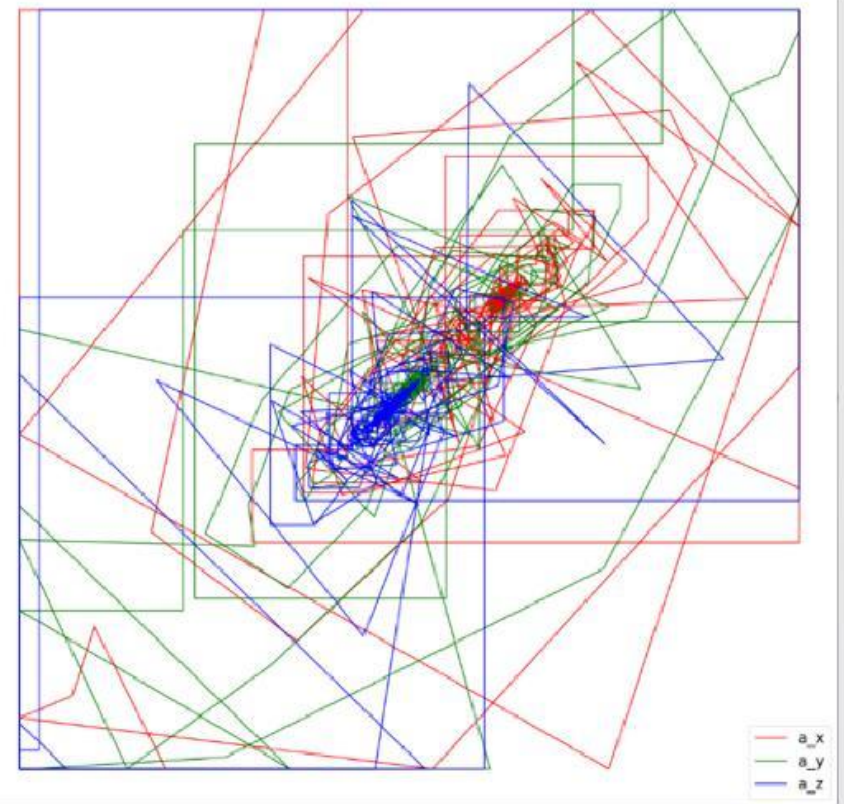
- Evaluate multiple crash scenarios
- Assess impact algorithm effectiveness based on phone placement, speed of crash, location of crash impact (front/side/rear)
- Validate scenarios through vehicle safety road tests



SIMULATION TESTS



PHONE DROP



CRASH

(REAR IMPACT AT 55MPH)



NEXT STEPS

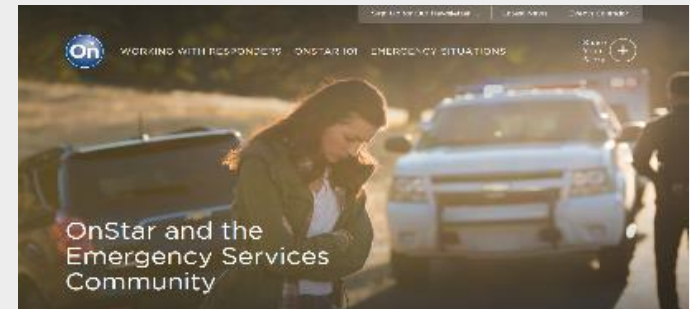
DISSEMINATE INFORMATION:

- Inform your staff and your responders about the OnStar Mobile service and differentiation from current OnStar Vehicle initiated calls.
- We will continue to keep you updated as the project evolves.
- Share any questions, concerns, and/or suggestions you may have.

STAY CONNECTED - PUBLIC SAFETY WEBSITE

www.public-safety.onstar.com

- Stay up to date with News and Events
- Take On Line Training
- Sign up for Public Safety e-News Letter



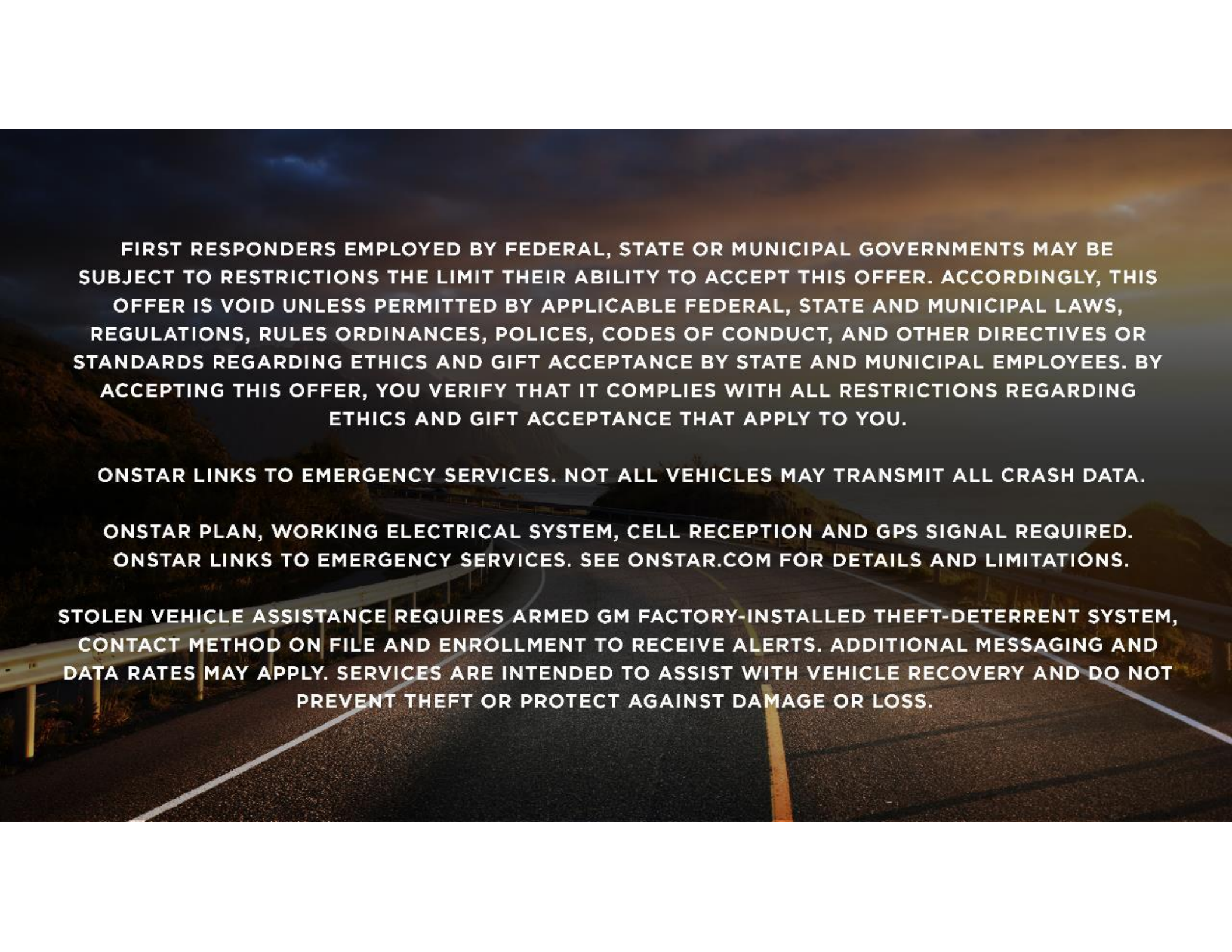
FIRST RESPONDER DISCOUNTS

www.onstar.com/heroes

Discounts for paid or volunteer
Firefighters, Police, EMTs/
Paramedics and 911 Dispatchers.

- Special pricing on eligible, new Chevrolet, Buick, GMC and Cadillac vehicles (US only)
- Discounts on OnStar Services





FIRST RESPONDERS EMPLOYED BY FEDERAL, STATE OR MUNICIPAL GOVERNMENTS MAY BE SUBJECT TO RESTRICTIONS THE LIMIT THEIR ABILITY TO ACCEPT THIS OFFER. ACCORDINGLY, THIS OFFER IS VOID UNLESS PERMITTED BY APPLICABLE FEDERAL, STATE AND MUNICIPAL LAWS, REGULATIONS, RULES ORDINANCES, POLICES, CODES OF CONDUCT, AND OTHER DIRECTIVES OR STANDARDS REGARDING ETHICS AND GIFT ACCEPTANCE BY STATE AND MUNICIPAL EMPLOYEES. BY ACCEPTING THIS OFFER, YOU VERIFY THAT IT COMPLIES WITH ALL RESTRICTIONS REGARDING ETHICS AND GIFT ACCEPTANCE THAT APPLY TO YOU.

ONSTAR LINKS TO EMERGENCY SERVICES. NOT ALL VEHICLES MAY TRANSMIT ALL CRASH DATA.

ONSTAR PLAN, WORKING ELECTRICAL SYSTEM, CELL RECEPTION AND GPS SIGNAL REQUIRED.
ONSTAR LINKS TO EMERGENCY SERVICES. SEE [ONSTAR.COM](https://www.onstar.com) FOR DETAILS AND LIMITATIONS.

STOLEN VEHICLE ASSISTANCE REQUIRES ARMED GM FACTORY-INSTALLED THEFT-DETERRENT SYSTEM, CONTACT METHOD ON FILE AND ENROLLMENT TO RECEIVE ALERTS. ADDITIONAL MESSAGING AND DATA RATES MAY APPLY. SERVICES ARE INTENDED TO ASSIST WITH VEHICLE RECOVERY AND DO NOT PREVENT THEFT OR PROTECT AGAINST DAMAGE OR LOSS.



BE SAFE OUT THERESM



CONTACT INFORMATION

Website: www.onstar.com/publicsafety

- Training, sign up for e-newsletter, Public Safety Discounts

Emergency calls in progress: 866-866-5006

Non-Emergency Inquiries:

emergencyservices@onstar.com

Ann Maher, Emergency Service & Technology

ann.maher@onstar.com

313-665-2079